

UWORKS Narration Categories for Choose to Work

1. REFERRAL

- a. Use this category to document referrals to the Choose to Work program. The narration should include: (1) Date of Referral, (2) The referral sources (DWS or USOR), (3) The name of the referring counselors, (4) the reported disability type, and (5) any pertinent information listed on the Form-360

2. CASE STAFFING

- a. After receiving the referral, a case staffing between the referring DWS or VR Counselor and the CTW Employment Specialist needs to occur to achieve consensus on the vocational goal and the need for Choose to Work Services. The staffing may include the client. Key points to document:
 - i. If the client requires and can benefit from specialized job development and placement services. Identify their disability related employment barriers.
 - ii. Determine if the client is job ready and willing to work.
 - iii. Discuss the client's ability to perform the essential functions of their vocational goal.
 - iv. Identify and problem-solve any issues that may affect the client's ability to work.

3. ASSESSMENT:

- a. Use this category to complete a placement assessment which summarizes the client's education, work history, vocational goal, employment barriers, and what services and supports will be necessary to address the barriers.
- b. Provide justification and explanation if client is accepted or declined for Choose to Work services.

4. EMPLOYMENT PLAN/PARTICIPATION:

- a. This category is used for documenting the job placement strategy, development of the employment plan and any participation notes. This includes services to be provided by the Choose to Work Specialists (employer education, resume development, interviews skills training, etc.), the client's participation in job search and job development objectives, and the coordination of services provided by the referring counselor or an outside source.

5. JOB DEVELOPMENT:

- a. Document the interaction with an employer to develop a job for the client.

6. EMPLOYMENT EXCHANGE:

- a. Employment Exchange activities (job matching, job referrals, individual job searches). Job Connection Area activities (workshops, LMI, resume, skills testing information) and Career Counseling.

7. PROGRESS EVALUATION:

- a. This category is for all monitoring and evaluation activities, such as participation in employment plan objectives and a summary of follow-up appointments.
- b. This category is also used to provide updates on a client's progress after they have established employment.

8. CUSTOMER INFO UPDATE:

- a. Updates of basic information (address, phone number, name changes, etc.).

9. CUSTOMER CONTACT:

- a. Record attempts to contact the customer whether by phone or in person. Also can list any other miscellaneous customer information that does not directly relate to another notes category.

10. SERVICE CLOSURE

- a. After the client is employed and received a minimum of 90 Days and maximum of 12 months of follow-up monitoring or services, provide a justification and summary for case closure.